



MRC External Job Posting

POSTING DATE: March 21, 2011

JOB TITLE: Job Coach

HOURS: Full-time, nonexempt (afternoon and evening hours)

REPORTS TO: Employment Manager, Pathways

JOB FUNCTIONS: Support Pathways worksites and member workers by providing on and off site support. Ensure that customers are satisfied with services. Provide supervision to work crews. Provide program management for assigned members.

DUTIES:

- Support employment members to discover and develop personal strengths, skills, and interests toward path and independent life management.
- Facilitate member skill development in personal problem solving, work related skills, social interaction and communication, symptom management, confidence-building, and career path development within the framework of Person Centered Planning.
- Complete clinical paperwork according to MRC, funding sources and regulatory procedures.
- Complete necessary billing paperwork according to MRC, funding sources and regulatory procedures.
- Work with the supervisor to ensure that all MRC U&U job sites comply with safety and regulatory requirements of CMH, OSHA, ORR, QMER, DCH and CARF.
- Promote the satisfaction of other service team members through teamwork, problem-solving, and effective communication.
- Be flexible, creative, and knowledgeable of agency resources when interacting with service teams and other agencies when providing services.
- Maintain a caseload of assigned members according to agency and regulatory standards.
- Provide ongoing daily job coaching with U&U employment members. Train members in work tasks and update task lists as needed.
- Meet employer quality expectations for timeliness and accuracy.
- Ensure that services are effective to meet the members' needs to obtain and/or maintain employment.
- Ensure members on MRC U&U work crews increase work skills.
- Ensure overall employer satisfaction with U&U Pathways of MRC services.
- Ensure that employers are provided with information that is relevant and helpful to them to understand the needs of the member.
- Identify natural supports at the workplace.
- Seek out and respond to input from members, employers, and other stakeholders.
- Work to meet goals for number of people served.
- Work to meet goals for employment outcomes.
- Contribute to unit and agency morale by celebrating successes and keeping lines of communication open.
- Contribute to clubhouse environment by participating in various clubhouse tasks as needed.
- Attend meetings and serve on standing and special committees as assigned.
- Provide assistance with MRC U&U on-call phone emergencies as needed by supervisor.
- Assist and provide transportation for Pathways members as needed.
- Completion of incident reports and accident reports in accordance with agency policy.
- Assure the rights of individuals served are protected in accordance with Michigan Mental Health Code and agency policy.

KNOWLEDGE, SKILLS & ABILITIES:

- Minimum one year experience in a service industry
- Minimum one year experience supervising a work crew
- High School diploma or equivalent
- Experience working with adults with mental illness preferred

- Experience in supported employment preferred
- Must have human relations skills sufficient to interact effectively with customers/employers, consumers, families, co-workers, and service team members
- Initiative and independence to work in the community without supervision
- Analytical skills sufficient to analyze worksites, write service plans, analyze behavior and develop interventions.
- Energy and enthusiasm to create a positive response to people with disabilities.
- Ability to learn and teach a variety of jobs
- Written communication and organizational skills sufficient to complete required documentation on schedule.
- Demonstrated ability and time management skills to perform tasks independently as assigned.
- Physical ability sufficient to transport and operate equipment used in enclaves (e.g., burnisher, stripper, auto scrubber).
- Flexibility to respond to member needs on and off-the job and various unit needs.
- Acceptable driving record, valid Michigan driver's license and availability of licensed, insured vehicle for use on the job required.
- Working knowledge of PC software (MS-Office, Word, Excel, Access, Internet)
- A criminal records check, drug screen and office of recipient rights screen are required for this job.

WORKING CONDITIONS

- Travel to off-site employment locations necessary.
- Working hours frequently involve afternoon, evening and occasional weekend hours
- Work may involve being outside in all weather conditions, exposure to dust, grass pollen and industrial conditions.

PHYSICAL REQUIREMENTS

- Ability to lift and carry up to 25 pounds.
- Ability to tolerate prolonged standing and walking.
- Travel in the community.

PAY RANGE: \$9.92 – 13.89/hour + full benefits

TO APPLY: TO APPLY: Email cover letter and resume to hr@mrcindustries.org or mail to:
Human Resources
MRC Industries, Inc.
2538 S. 26th Street
Kalamazoo, MI 49048

DEADLINE: Wednesday, March 30, 2011